

	<b>RELOCATION ASSISTANCE PROGRAM (RAP)</b>	DOCUMENT NO.: <b>W630D08</b> REVISION: <b>A</b> EFFECTIVE DATE: <b>03/25/13</b> PROCESS OWNER: <b>Sue Turner</b>
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## 1. PURPOSE AND SCOPE

The Santa Clara Valley Water District's mission of providing water supply, flood protection, and stream stewardship to Santa Clara County often requires the relocation of homeowners, tenants, farms or businesses displaced due to the acquisition of property for District projects.

The District is required to implement applicable relocation laws and ensure that persons displaced as a result of District-sponsored projects are treated fairly, equitably, and in a consistent manner so that such persons will not suffer disproportionately as a result of projects designed for the benefit of the public as a whole.

## 2. RELOCATION LAW, REGULATIONS, GUIDELINES, AND PRACTICES

For federally sponsored projects, Public Law 91-646 is known as the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA), [Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 as amended, and Title 49 of Code of Federal Regulations, Part 24](#) as amended. It sets the minimum standards of assistance and compensation for relocation advisory and financial assistance.

Title 49 Code of Federal Regulations (CFR Part 24) provides the rules that must be followed to comply with the law. Generally, the purpose of the URA is to ensure that persons displaced are treated fairly, equitably and in a consistent manner and to minimize litigation and relieve congestion in the courts, and to promote public confidence. CFR Part 24 is prepared by the Federal Highway Administration (FHWA), Department of Transportation (DOT).

For non-federally sponsored projects, relocation provisions in California Government Code sections 7262 through 7277 are generally consistent with federal URA and CFR Part 24. California Government Code 7264 and California Housing and Community Development Regulations Title 25, Housing and Community Development, Division 1, Chapter 6, Subchapter 1, Relocation Assistance and Acquisition Guidelines provide guidance at <http://ccr.oal.ca.gov/linkedslice/default.asp?SP=CCR-1000&Action=Welcome>.

Together, the URA, CFR Part 24, and California Government Code serve as the basis for the District's relocation assistance program practices for both residential and business relocations. These establish the minimum requirements. The District may consider exceptions on a case-by-case basis with appropriate justification when necessary and reasonable.

### **Reasoning for Using Caltrans Guidelines**

The Caltrans Right of Way Manual I <http://www.dot.ca.gov/hq/row/rowman/manual/> (Chapter 10-Relocation) is widely recognized as the state's lead agency in corridor right of way acquisition and relocation practices by counties and cities, including the County of Santa Clara and the City of San Jose.

Caltrans has developed comprehensive procedures that are based on the URA, CFR Part 24, and California Government Codes.

The Relocation Assistance Program's two major objectives are to provide:

- Advisory assistance in locating replacement housing and replacement business sites.

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- Financial assistance to pay the cost of relocating personal property and to help those displaced to secure comparable replacement housing.

### **Relocation Impact Documents**

The Relocation Impact Document is prepared in support of the relocation project. The Relocation Impact Document format is dependent upon the complexity of the project as determined by the number of displacements and the availability of replacement property.

A Relocation Impact Memorandum is prepared if there are fewer than ten displacements and there is sufficient available replacement property.

A Relocation Impact Statement is prepared if there are ten or more displacements and there is sufficient replacement property is available.

A Relocation Impact Report –is prepared if there are complex relocations because of available replacement property, displacee special considerations, or major impacts to minorities, the elderly, large families and/or persons with disabilities.

In accordance with California law (Title 25 Section 6038(e)(1), a relocation plan must be prepared and submitted to the Board (or local legislative body) when residential properties are impacted by a project. Model Relocation Plan HCD-832 identified under California law shall be followed.

There are minimum requirements for all Relocation Impact documents and they include:

**Project Description** - includes a Project Location Map and defines the geographical project limits.

**Displacements Description** – Provides a discussion of the type of displacements, and a plan to mitigate the relocation problems or special needs. The descriptions includes the number and type of displacement units and whether they are multi-residential, single family residence, apartments, mobile homes and the estimated market value for owned properties and the estimated rental rate for rental properties. A chart arraying the residential units by type and price in the displacement area against the replacement area, including subsidized housing.

Type of Non Residential Units Displaced - Commercial properties need to be identified and how they are used: agricultural purposes, nonprofits, or business operations. If they are businesses, the estimated size of the operation (e.g., Mom-and-Pop retail store, small business).

## **3. BENEFITS FOR DISPLACED PERSONS ELIGIBLE FOR RELOCATION ASSISTANCE**

### **Advisory Assistance – Residential Occupants (Owners and Tenants)**

Advisory assistance must be administered on a reasonable basis commensurate with the needs of those being displaced. Advisory services typically consist of:

- An interview to determine the displaced person's needs and to explain the benefits and services available.
- Providing current and continuing information on the availability, location and cost of replacement housing.
- Inspection of the replacement dwelling to insure that it meets decent, safe and sanitary standards.
- If necessary, transportation to view potential replacement dwellings.
- Information concerning federal and state housing or other governmental programs.

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- Adequate and timely written information, which describes the eligibility requirements, relocation options and minimum requirements to receive relocation benefits and services.

Before a displacement occurs, the agency must provide:

- In the case of a residential occupant, make available a comparable replacement dwelling for the person to move and;
- Provide a minimum of 90 days advance written notice of the date by which he/she must vacate the acquired property.

### **Financial Assistance – Residential Occupants (Owners/Tenants)**

Relocation assistance payments are intended to compensate a displaced person for the additional cost he/she will incur in securing the comparable replacement housing.

Owner-occupants of 90-179 days and tenants of 90 days or more may be eligible for a down payment and incidental expenses. Tenants of fewer than 90 days are eligible for advisory assistance only.

There are two types of financial payments provided to residential occupants:

- Moving Expense Payment
- Replacement Housing Payment (can be optionally converted to a down payment in the case of a tenant)

Payment eligibility is based, in part, on the person's length of occupancy in the dwelling to be acquired prior to the date of the first written offer.

A person who has occupied a property for less than 90 days prior to the date of the initiation of negotiation for the property is eligible for a moving expense payment and, in some instances, may qualify for a replacement housing payment.

A person who has occupied a property for at least 90 days prior to the date of the initiation of negotiations for the property is eligible for a moving expense payment and a replacement housing payment.

### **Residential Moving Costs (Owners/Tenants)**

There are three compensation options available for a residential occupant (either tenant or owner occupant) for the cost of moving personal property. The options include:

- Schedule Method  
Based on the number of rooms in the dwelling acquired by the agency – Each state's department of transportation has developed a schedule and the schedules differ from state to state. See CalTrans Manual for current moving cost schedule.
- Actual Cost  
A person being displaced has the option of receiving reimbursement based on the actual cost incurred. Often, a commercial mover will perform the move.
- A combination of the two (scheduled and actual) methods

### **Example of Residential Rental Replacement Housing Payment (RHP) Calculation (Tenants)**

Relocation laws require that displaced tenants be relocated to **decent, safe and sanitary** housing, and that the District reimburse the tenants for the rental increase to accomplish this purpose. The following calculation is an example which requires a market analysis to determine the most comparable property:

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Family Composition: Adults: 1 male & 1 female; Children: 1 male, 4 years old

**REPLACEMENT RENTAL COMPARABLE DATA**

<u>Comparable #</u>	<u>No. Bdrm/Bath</u>	<u>Monthly Rent &amp; Utilities</u>
<u>1 (123 A Street)</u>	<u>2/1</u>	<u>\$1,186.00</u>
<u>2 (456 B Street)</u>	<u>2/1</u>	<u>\$1,286.00</u>
<u>3 (789 C Street)</u>	<u>2/1</u>	<u>\$1,300.00</u>
Most Comparable: <u>2 (456 B Street)</u>		<u>\$1,286.00</u>
Current Monthly Rent at Subject Property		<u>\$ 500.00</u>
Difference:		<u>\$ 786.00</u>
X 42 Months		<u>=\$ 33,012.00</u>

Selected as "Most Comparable" because:

The neighborhood is a similar mix of apartments and homes. The block is a quiet cul-de-sac off the main boulevard, but very close to services. The comparable offers tenants off-street parking, and a unit similar in size to the displacement property.

**Example of Price Differential Payment Calculation (Owner)**

For an owner-occupant of 180 days, the price differential payment is computed based on:

1. The cost necessary to purchase a comparable replacement dwelling. A comparable replacement dwelling is similar in size and respect to what the individual presently occupies and a dwelling, which meets minimum housing standards, known in the relocation program as "decent, safe, and sanitary requirements".
2. Minus the fair market value of the dwelling to be acquired by the agency.
3. The difference is the amount of the price differential payment.

For example:

1. Comparable Replacement Dwelling Cost: \$140,000
2. Fair Market Value of the Dwelling being acquired: 125,000
3. Difference:  
(Price Differential Payment) \$ 15,000

**Mortgage Interest Differential Payment (Owner)**

A mortgage interest differential payment is a lump sum payment to offset the additional interest costs, which owner-occupants of 180 days may have to pay for a replacement dwelling as a result of a higher mortgage interest rate.

**Incidental Expenses Payment (Owner)**

An incidental expense payment reimburses for the closing costs typically incurred by the buyer for the replacement property purchased by the owner-occupant being displaced.

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### **Last Resort Housing (LRH)**

RHP calculations in excess of \$5,250 for eligible tenants (90-day occupants from First Written Offer) are considered LRH and are paid in one lump sum up to \$10,000. Tenant RHPs over \$10,000 may be paid in installments. RHPs for eligible homeowners are LRH if they exceed \$22,500. RHPs for eligible owners are typically paid to escrow if they purchase a replacement home. LRH is common in the high-priced Santa Clara County housing market.

Caltrans guidelines provide that no residential displacee shall be required to move unless at least one, preferably three, comparable replacement dwellings are currently available to the displaced person on the real estate market. This means that if a RHP calculation becomes obsolete before the District presents the displaced person with their RHP calculation because the comparable property has been leased (or sold in the case of an owner displacee), the District might be required to update its study to provide at least one available replacement property and adjust its calculation if it is not available within the previously calculated RHP price range. The displaced person may rent or purchase any property that is decent, safe, and sanitary and is not required to rent or purchase a comparable property identified by the District.

### **Non-Residential Businesses/Farms and Non-Profit Services**

#### **Advisory Assistance:**

A business/farm or non-profit being displaced by a public project is eligible for advisory services. Advisory services typically consist of:

- Assistance in locating a suitable replacement business site
- Assistance in securing permits, licenses, etc. to operate at the replacement site
- A minimum of 90 days in which to vacate the property being acquired by the agency

Financial Assistance – Non Residential-Business/Farms/Non Profit:

A business being displaced by a project may be eligible for:

- Moving Expense Payment
- Reestablishment Payment
- Related Non-Residential Eligible Payment
- Or
- In-Lieu of Moving Expense Payment

#### **Business Moving Expense Payment**

To receive a business moving expense payment, the agency is obligated to base the moving payment on the actual, reasonable costs necessary to relocate the personal property. To do this, an inventory of personal property to be relocated is prepared. Reimbursable moving costs include:

- Transportation (up to 50 miles) of the personal property to the replacement site
- Packing, crating, unpacking and uncrating of the personal property
- Disconnecting, dismantling, removing, reassembling and reinstalling relocated machinery, equipment and other personal property. This includes modifications to the personal property to meet code requirements.
- If necessary, (up to 12 months) temporary personal property storage

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- Insurance for the replacement value of the personal property being moved
- Any license, permit of certification required at the replacement location
- Certain professional services necessary for planning the personal property move
- Searching for a replacement site (\$2500 maximum payment)

There is no limit as to the amount of an actual cost move a business may be entitled to receive, so long as it is actual and reasonable.

### **Reestablishment Payment**

In addition to the payment of the actual and reasonable cost necessary to relocate the personal property, a small business, (i.e., a business with less than 500 employees) may be eligible for a reestablishment payment of up to \$10,000.

A Reestablishment Payment consists of:

- Repairs or improvements to the replacement real property as required by federal, state or local law, code or ordinances
- Modifications to the replacement property to accommodate the business
- Construction and installation costs for exterior signing to advertise the business
- Redecoration of replacement site to accommodate the business
- Advertisement of the replacement location
- Estimated increased costs of operation during the first 2 years at the replacement site (e.g., lease or rental charges, taxes and insurance, utility charges)

### **Related Non-Residential Payment**

- Impact fees or other one-time assessments for anticipated heavy utility usage
- Professional services including (but not limited to) soil testing feasibility and marketing studies
- Connection to available nearby utilities from the right of way to the replacement site improvements

### **In Lieu Payment**

Some businesses may elect to receive a fixed payment (in lieu of a moving expense payment) equal to their average annual net earnings over the last two years. The payment requires information from the displacee's income tax returns or other appropriate documentation. The minimum amount of the payment in lieu of moving expenses is \$1,000 and the maximum amount of the payment is \$20,000. A business, which elects to receive an in-lieu payment, is not entitled to receive payment for the moving expense payment, the reestablishment payment or the related non-residential eligible payment.

Business and nonprofit relocations are often very complex. The District provides a Relocation Assistance Booklet to all relocatees. There is a section within the booklet which describes the benefits available to business and/or nonprofits.

The CalTrans Right of Way manual provides excellent examples and guidance when completing both Residential and Business relocations.

### **Right to Appeal**

In accordance with the URA, CFR, and as included in the Caltrans procedures, property owners, tenants and businesses have a right to appeal their relocation compensation. Relocation issues that can be appealed include:



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- Anything applied for but denied;
- Eligibility; and
- Amount of Payment

The acquisition offer price is not eligible for appeal. The District's relocation appeal process is provided below:

## RELOCATION APPEAL PROCESS

1. A person (Appellant) may file an appeal with the District's Relocation Appeals Board (Appeals Board) when he/she believes the District failed to:
  - a. properly determine that the Appellant qualifies, or will qualify (upon moving), as a displaced person who is eligible to receive relocation assistance under the applicable relocation assistance law (i.e. [Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 as amended, and Title 49 of Code of Federal Regulations, Part 24](#) for federally sponsored projects, and California Government Code 7260 *et seq.* and [California Housing and Community Development \(HCD\) regulations, California Code of Regulations, Title 25, Division 1, Chapter 6, Subchapter 1, Article 2](#) , for non-federally sponsored projects); or
  - b. Properly determine the amount of any relocation payment required to be paid to the Appellant pursuant to the applicable relocation assistance law (a person's acceptance of a payment that is less than the full amount claimed does not limit the persons' right to appeal).
2. All written appeals to the Appeals Board must be sent to the Appeals Board in care of the Real Estate Unit Manager within 60 days after the Appellant receives written notification of the District's determination on his/her claim. On a case-by-case basis, and for good cause, the timeframe may be extended by the District Chief Executive Officer. The written appeal, including all of the Appellant's supporting information, must be sent or delivered to:
 

Santa Clara Valley Water District  
Attn: Relocation Assistance Appeals Board Attn: Real Estate Unit Manager  
5750 Almaden Expressway  
San Jose, CA 95118
3. Upon receiving the written appeal, the Real Estate Unit Manager will inform the District's Chief Executive Officer, or his/her designee of the written appeal, and the need to convene the Appeals Board.
4. Within 30 days after the Real Estate Unit Manager receives the Appellant's written appeal and supporting information, the Chief Executive Officer shall designate 3 deputy chief level (or higher) managers to serve on the Appeals Board. Any person that has been directly involved in the appealed action shall not be designated as a member of the Appeals Board. Once the Appeals Board is designated, the Real Estate Unit Manager will provide each member of the Appeals Board with a copy of the Appellant's written appeal and supporting information.
5. The Appellant has a right to be represented by legal counsel or another representative in connection with his or her appeal but solely at the Appellant's expense.
6. The District shall permit the Appellant to inspect and copy all materials pertinent to his or her appeal, except materials, which the District determines may not be disclosed for reasons of

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confidentiality. The District may, however, impose reasonable conditions on the right to inspect, consistent with applicable laws.

7. Within 30 days after the Appeals Board hearing, the Appeals Board shall make a written recommendation to the Chief Executive Officer on the appeal, including an explanation of the basis on which that recommendation was made. Within 10 days after receiving the Appeals Board's recommendation, the Chief Executive Officer may accept the recommendation, deny the recommendation, or modify the recommendation. After making a decision, the Chief Executive Officer shall inform the Appellant of the Chief Executive Officer's decision, including a written explanation on which his/her decision is based on.
8. If the full relief sought by the Appellant is not granted, the District shall advise the Appellant of his or her right to seek judicial review. Nothing in this policy shall in any way preclude or limit the Appellant from seeking judicial review of the appeal on its merits after the Appellant exhausts the administrative remedies described herein.

#### 4. REFERENCE DOCUMENTS

##### External Reference Documents

REFERENCE DOCUMENT	DOCUMENT LOCATION(S)
The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (as amended) and Title 49 of Code of Federal Regulations (CFR), Part 24 (Uniform Act)	<a href="http://www.fhwa.dot.gov/realestate/49cfr.htm">http://www.fhwa.dot.gov/realestate/49cfr.htm</a>
California Housing and Community Development (HCD) regulations, California Code of Regulations, Title 25, Division 1, Chapter 6, Subchapter 1, Article 2	<a href="http://ccr.oal.ca.gov/linkedslice/default.asp?SP=CCR-1000&amp;Action=Welcome">http://ccr.oal.ca.gov/linkedslice/default.asp?SP=CCR-1000&amp;Action=Welcome</a>
Caltrans Relocation Procedures	<a href="http://www.dot.ca.gov/hq/row/rowman/manual/">http://www.dot.ca.gov/hq/row/rowman/manual/</a> (Chapter 10-Relocation)

##### Internal Reference Documents

REFERENCE DOCUMENT	DOCUMENT LOCATION(S)
Q630D01 Real Estate Services	<a href="#">District QEMS</a>
Relocation Forms	<a href="#">FC Forms   Real Estate - Relocation</a>

The forms for relocation are located on the District's intranet at [FC Forms | Real Estate - Relocation](#). Once the link takes you to the Forms section, select from the drop down menu: Real Estate – Relocation.

**Foreign language translation:** Every form in its current version will not be available in every language that may be needed for any particular relocation. If translation is needed, the document can be translated as necessary through contract services. Also as a practice, a translator can be present, either another District employee with the language skill or the relocatee's family member, so that appropriate language understanding can be provided for the relocatee.

#### 5. DEFINITIONS

See Q630D01 Real Estate Services for general real estate definitions.



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**Business** – Any lawful activity, with the exception of a farm operation, conducted primarily for the purchase, sale, lease, and rental of personal or real property, or for the manufacture, processing, and/or marketing of products, commodities, or any other personal property; or for the sale of services to the public; or solely for the purpose of this Act, an outdoor advertising display or displays, when the display(s) must be moved as a result of the project.

**Displaced Person** – Any person, (individual, family, partnership, association or corporation) who moves from real property, or moves personal property from real property as a direct result of (1) the acquisition of the real property, in whole or in part, (2) a written notice of intent to acquire from the District, (3) the initiation of negotiations for the purchase of real property by the District, or (4) a written notice requiring a person to vacate real property for the purpose of rehabilitation or demolition of the improvement(s), provided the displacement is permanent and the property is needed for a federal or federally-assisted program or project.

**Farm** – Any activity conducted solely or primarily for the production of one or more agricultural products or commodities, including timber, for sale and home use, and customarily producing such products for commodities in sufficient quantity to be capable of contributing materially to the operator's support.

**Nonprofit Organization** – A public or private entity that has established its nonprofit status under applicable federal or state law.

**Goodwill** - California law provides that under the circumstances detailed below, a Displaced Person (Business Owner) may be compensated for a loss of goodwill. Section 1263.510 of the California Civil Code of Procedure states:

The owner of a business conducted on the property taken, or on the remainder if such property is part of a larger parcel, shall be compensated for loss of goodwill if the owner proves all of the following:

- a. The loss is caused by the taking of the property or the injury to the remainder.
- b. The loss cannot reasonably be prevented by a relocation of the business or by taking steps and adopting procedures that a reasonably prudent person would take and adopt in preserving the goodwill.
- c. Compensation for the loss will not be included in payments under Section 7262 of the Government Code. Section 7262 of the Government Code refers to compensation to displaced persons for moving and related expenses as part of the cost of the acquisition of real property for a public use. Compensation for the loss of goodwill under Section 1263.510 of the California Civil Code of Procedure will only be made to the extent such loss is not compensated for under Section 7262.
- d. Compensation for the loss will not be duplicated in the compensation otherwise awarded to the owner.

Within the meaning of this definition, "goodwill" consists of the benefits that accrue to a business as a result of its location, reputation for dependability, skill or quality, and any other circumstances resulting in probable retention of old or acquisition of new patronage.

**Project Owner** - Deputy Operating Officer (or delegate) for a District project, or operation.

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**Relocation Agent** – Real Estate Services Unit Real Estate Agent assigned to provide relocation assistance.

## 6. ROLES AND RESPONSIBILITIES

**Acquisition Agent** - The RESU Agent who is assigned to complete the real property acquisition.

**Relocation Agent** - Evaluates, prepares, administers and completes planning and relocation of Displaced Persons and facilitates relocation appeals in accordance with the District's Relocation Appeals Process.

## 7. PROCEDURE- RELOCATION OWNER OCCUPIED - RESIDENTIAL

ACTION STATEMENT & ROLE	DETAILS (DESCRIBE STEPS)	QUALITY RECORDS (OUTPUT FROM STEP)
(1)Relocation Agent have SOS (Senior Office Specialist) prepare Relocation File	<ul style="list-style-type: none"> <li>Coordinate with Senior Office Specialist (SOS) to have file made up:</li> <li>File includes two sections (left side and right side). Left side includes Relocation Diary FC 1541 and Last Resort Housing FC 896 (if required) <ul style="list-style-type: none"> <li>Right side includes these dividers: <ul style="list-style-type: none"> <li>Claims/Payments</li> <li>Notices of Eligibility/Entitlement</li> <li>Replacement Housing Study</li> <li>Survey of Needs</li> <li>Occupancy Certification</li> <li>Certification of Legal Residency</li> <li>Misc/Correspondence</li> </ul> </li> </ul> </li> <li>It is the Relocation Agent's responsibility to keep the file organized in accordance with Addendum 1 while the file is a work file. The Relocation Agent is responsible for purging the Relocation File of duplicates and drafts.</li> </ul>	Relocation File

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ACTION STATEMENT & ROLE	DETAILS (DESCRIBE STEPS)	QUALITY RECORDS (OUTPUT FROM STEP)
<p>(2) Meet with Owner Occupant</p> <p>(Relocation Agent/Acquisition Agent)</p> <p>Note: One agent can be both Acquisition and Relocation Agent in order to know relocatees' needs better.</p>	<ul style="list-style-type: none"> <li>Meet with Owner Occupant. Make sure that Owner Occupant has received Relocation Handbook (Acquisition Agent may already have provided in previous meeting). Also refer to use of Quality Records at right.</li> <li>If homeowner residing at property, or</li> <li>If homeowner is living onsite and also renting property to tenants (multiple units), fill out Seller's Rental Statement and supply agent with copies of rental agreements.</li> <li>Determine eligibility by Certification of US Residency</li> <li>Complete Survey of Residential Relocation Needs with owners.</li> <li>Deliver or mail Notice of Eligibility for appropriate occupant within 14 days of First Written Offer</li> <li>For owner-occupied only, provide Notice of Leaseback Option and Right of First Refusal</li> </ul>	<p>Relocation Handbook</p> <p>Seller's Rental Statement FC 806</p> <p>Certification Concerning Legal Residency in the United States FC 1518</p> <p>Survey of Residential Relocation Needs FC 1593</p> <p>Notice of Eligibility 180 Day Owner Occupant FC 1538 or 1538A(Spanish)</p> <p>Notice of Leaseback Option and Right of First Refusal FC</p>
<p>(3) Prepare Relocation Study</p> <p>(Replacement Housing Study Agent- <b>cannot</b> be Acquisition or Relocation Agent)</p> <p>Include Senior Agent's and RESU Manager's approval using Real Estate Services Unit Work Approval Routing Slip FC 1596. Note: This Routing Slip can be purged and does not need to be kept as a quality record.</p>	<ul style="list-style-type: none"> <li>After reviewing appraisal and needs of relocatees, Housing Study can be prepared.</li> </ul>	<p>Replacement Housing Study-Owner FC 1325</p>
<p>(4) Provide Notice of Entitlement and general assistance</p> <p>(Relocation Agent)</p> <p>Include Senior Agent's and RESU Manager's approval using Real Estate Services Unit Work Approval Routing Slip FC 1596. Note: This Routing Slip can be purged and does not need to be kept as a quality record.</p>	<ul style="list-style-type: none"> <li>After Relocation Study is complete, and maximum benefit calculation is approved by Senior Real Estate Agent and Real Estate Services Unit Manager give relocatees appropriate Conditional Entitlement Letter that provides the \$ amounts of potential benefits</li> <li>Fill out Individual Household Last Resort Analysis (if amount is above program limits)</li> <li>Assist by providing listings and referrals for replacement housing sites on an ongoing basis. Keep in continuous contact with relocatee until replacement housing is secured.</li> </ul>	<p>Conditional Entitlement Letter – 180-day Owner/Occupant FC 1527</p> <p>Individual Household Last Resort Analysis FC896</p> <p>(if required—only is used if amounts are above program limits) Most will fall into this category.</p>
<p>(5) Provide Relocation Notices as required</p> <p>(Relocation Agent)</p>	<ul style="list-style-type: none"> <li>Provide 90-day notice if required for immediate project need</li> <li>Provide 30-day notice if required</li> </ul>	<p>90 Day Notice to Vacate FC 1526, (if applicable)</p> <p>30 Day Notice to Vacate FC 1531, (if applicable)</p>

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ACTION STATEMENT & ROLE	DETAILS (DESCRIBE STEPS)	QUALITY RECORDS (OUTPUT FROM STEP)
(6) Locate Replacement Housing  (Relocation Agent)	<ul style="list-style-type: none"> <li>Either Relocation Agent or Relocatee may find the desired replacement site.</li> </ul>	
(7) Perform Decent, Safe and Sanitary (DS&S) Inspection on Replacement Property (Relocation Agent)	<ul style="list-style-type: none"> <li>If passes DS&amp;S, then can proceed with purchase of replacement property</li> </ul>	Decent Safe & Sanitary Inspection Report FC 1415
(8) Determine appropriate residential claim amounts, including Moving Expense Calculation (either by Fixed Move Schedule or qualified bids). Refer to Caltrans Manual for current Fixed Move Schedule. If appropriate, also calculate price differential based on actual price of replacement. May also include calculation for mortgage differential, and incidental expenses.  (Relocation Agent, Senior Real Estate Agent, RESU Manager, Deputy Operating Office for appropriate watershed)	<ul style="list-style-type: none"> <li>Once appropriate entitlement amount is confirmed with actual purchase price, prepare claim form for relocatee's signature with actual amounts being claimed.</li> <li>Provide supporting documentation for all items claimed. Approval required by Real Estate Services Unit Manager and Deputy Operating Office for appropriate watershed.</li> </ul>	Claim for Relocation Assistance – Residential FC 277
(9) Assign Appropriate Funds to Escrow (if applicable)  (Relocation Agent)	<ul style="list-style-type: none"> <li>If Relocatee elects to allow the replacement housing payment to be put into escrow, Relocatee signs form</li> </ul>	Assignment of Funds to an Escrow FC 1605 (if applicable)
(10) Relocation Payment to be paid to Replacement Housing Escrow  (Relocation Agent)	<ul style="list-style-type: none"> <li>Fill out appropriate payment instructions to escrow company</li> </ul>	Replacement Housing Escrow Instructions FC 1693 (if applicable)
(11) Prepare Check Requests for Escrow Payment and Moving Expense Payments	<ul style="list-style-type: none"> <li>Separate checks will likely be required: One for escrow, one for moving expense and incidental expenses. The Real Estate Agent prepares a Check Request FC1483, and in the Special Instructions area of the Check Request FC 1483 includes: Please reference Internal Voucher Description: District Parcel No. #####-#### (use actual parcel number or numbers)</li> </ul>	Check Request FC1483
(12) Deliver checks to escrow and relocate	<ul style="list-style-type: none"> <li>Either hand deliver or provide by certified mail. Moving expense payment can be delivered to relocatee upon confirmation that unit is vacated. Or, if a commercial moving company is used, direct payment can be made to moving company.</li> </ul>	Put copies of check(s) in file
(13) If applicable, send letter reminding timeframes for claims  (Relocation Agent)	<ul style="list-style-type: none"> <li>If further claims may be eligible that have not been claimed, send reminder letter that they have 18 months from date of move to submit all claims</li> </ul>	Letter Reminding Timeframes FC 1602

	<p><b>RELOCATION ASSISTANCE PROGRAM</b></p> <p>Error! No text of specified style in document.</p>	<p>DOCUMENT NO.: <b>15TW630D08</b></p> <p>REVISION: <b>46TA</b></p> <p>EFFECTIVE DATE: <b>17T03/25/13</b></p> <p>PROCESS OWNER: <b>41TSue Turner</b></p>
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## 8. PROCEDURE – RELOCATION-TENANT OCCUPIED - RESIDENTIAL

ACTION STATEMENT & ROLE	DETAILS (DESCRIBE STEPS)	QUALITY RECORDS (OUTPUT FROM STEP)
(1) Prepare Relocation File (Senior Office Specialist)	<ul style="list-style-type: none"> <li>Coordinate with SOS to have file made up:</li> <li>File includes two sections (left side and right side). Left side includes Relocation Diary FC 1541 and Last Resort Housing FC 896 (if required) Right side includes these dividers: Claims/Payments Notices of Eligibility/Entitlement Replacement Housing Study Survey of Needs Occupancy Certification Certification of Legal Residency Misc/Correspondence</li> <li>It is the Relocation Agent's responsibility to keep the file organized in accordance with Addendum 1 while the file is a work file. The Relocation Agent is responsible for purging the Relocation File of duplicates and drafts</li> </ul>	Relocation File
(2) Meet with Tenant (Relocation Agent)	<ul style="list-style-type: none"> <li>Determine if eligible for relocation at First Written Offer. Have tenant fill out and sign Occupancy Certification, Certification Concerning Legal Residency in the United States. Provide Relocation Handbook.</li> <li>Deliver or mail Notice of Eligibility for appropriate occupant within 14 days of First Written Offer</li> <li>Contact tenants to have them sign appropriate Notice of Eligibility Form (based on length of occupancy) and fill out Survey of Residential Relocation Needs.</li> <li>Relocatee to fill out Claimant's Detailed Income Statement. Note: In case of low income, entitlement may be different. Refer back to CalTrans manual for guidance.</li> </ul>	Occupancy Certification FC618  Certification Concerning Legal Residency in the United States FC 1518  Relocation Handbook  Notice of Eligibility-90 Day Occupant/ FC1537  Notice of Eligibility-Non-Tenured FC1536  Survey of Residential Relocation Needs FC1593  Claimant's Detailed Income Statement FC1038
(3) Complete Relocation Study  (Real Estate Agent that is <b>not</b> Acquisition or Relocation Agent for the property)	<ul style="list-style-type: none"> <li>After reviewing needs of relocatees, Housing Study can be prepared.</li> </ul>	Replacement Housing Study—Tenant FC1326



# RELOCATION ASSISTANCE PROGRAM


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ACTION STATEMENT & ROLE	DETAILS (DESCRIBE STEPS)	QUALITY RECORDS (OUTPUT FROM STEP)
(4) Provide Notice of Entitlement and general assistance in locating replacement housing  (Relocation Agent)	<ul style="list-style-type: none"> <li>After Relocation Study is complete, and maximum benefit calculation is approved by Senior Real Estate Agent and Real Estate Services Unit Manager give relocatees appropriate Conditional Entitlement Letter that provides the maximum dollar amounts of benefits available</li> <li>Fill out Individual Household Last Resort Analysis (if amount is above program limits)</li> <li>Assist in providing listings and referrals for replacement housing sites. Keep in continuous contact with relocatee to find replacement housing.</li> </ul>	Conditional Entitlement Letter – 90-Day Occupant FC1520 or Conditional Entitlement Letter – Non-Tenured FC1517  Individual Household Last Resort Analysis FC896
(5) Provide Relocation Notices as required  (Relocation Agent)	<ul style="list-style-type: none"> <li>Provide 90-day notice if required for immediate project need</li> <li>Provide 30-day notice if necessary</li> </ul>	90-Day Notice to Vacate FC 1526, (if applicable)  30-Day Notice to Vacate FC 1531
(6) Locate Replacement Housing	<ul style="list-style-type: none"> <li>Either Relocation Agent or Relocatee may find the desired replacement site.</li> </ul>	
(7) Perform Decent, Safe and Sanitary (DS&S) Inspection on Replacement Property  (Relocation Agent)	<ul style="list-style-type: none"> <li>Review rental/lease agreement for the replacement property</li> <li>If passes DS&amp;S, then tenant can proceed in renting replacement property</li> </ul>	Decent Safe & Sanitary Inspection Report FC 1415
(8) Determine appropriate residential claim amounts, including Moving Expense Calculation (either by Fixed Move Schedule or qualified bids). Refer to Caltrans Manual for current Fixed Move Schedule.  (Relocation Agent, Senior Real Estate Agent, RESU Manager, Project Owner)	<ul style="list-style-type: none"> <li>Once appropriate entitlement amount is confirmed with actual replacement rental cost, prepare claim form for relocatee's signature with actual amounts being claimed.</li> <li>Provide supporting documentation for all items claimed. Approval required by Real Estate Services Unit Manager and Project Owner.</li> </ul>	Claim for Relocation Assistance – Residential FC 277
(9) Prepare Check Requests for Replacement Housing Payment and Moving Expense Payments  (Relocation Agent)	<ul style="list-style-type: none"> <li>Separate checks will likely be required: one for escrow, or one to relocatee for rent differential if tenant elects to rent. A second check for moving expense and incidental expenses should be provided upon verification of move. The Real Estate Agent prepares a Check Request FC1483, and in the Special Instructions area of the Check Request FC 1483 includes: Please reference Internal Voucher Description: District Parcel No. #####-#### (use actual parcel number or numbers)</li> </ul>	Check Request FC1483
(10) Deliver checks to relocatee (Relocation Agent)	<ul style="list-style-type: none"> <li>Either hand deliver or provide by certified mail. Moving expense payment can be delivered to relocatee upon confirmation that unit is vacated. Or, if a commercial moving company is used, direct payment can be made to moving company.</li> </ul>	Put copies of check(s) in file

	<b>RELOCATION ASSISTANCE PROGRAM</b> Error! No text of specified style in document.	DOCUMENT NO.: <b>15TW630D08</b> REVISION: <b>46TA</b> EFFECTIVE DATE: <b>17T03/25/13</b> PROCESS OWNER: <b>41TSue Turner</b>
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ACTION STATEMENT & ROLE	DETAILS (DESCRIBE STEPS)	QUALITY RECORDS (OUTPUT FROM STEP)
(11) If applicable, send letter reminding timeframes for claims (Relocation Agent)	<ul style="list-style-type: none"> <li>If further claims may be eligible that have not been claimed, send reminder letter that they have 18 months from date of move to submit all claims</li> </ul>	Letter Reminding Timeframes FC 1602

## 9. PROCEDURE – RELOCATION NON RESIDENTIAL (BUSINESS/NON PROFIT/FARM)

ACTION STATEMENT & ROLE	DETAILS (DESCRIBE STEPS)	QUALITY RECORDS (OUTPUT FROM STEP)
(1) Relocation Agent have SOS (Senior Office Specialist) prepare Business Relocation	<ul style="list-style-type: none"> <li>Coordinate with SOS to have file made up with standard Non Residential folder tab dividers Notices of Eligibility/Entitlement Survey of Needs Claims/Payments Certification of Legal Residency Misc/Correspondence</li> <li>Determine if eligible for relocation at First Written Offer. Give Relocation Information Booklet (if not already provided by Acquisition Agent).</li> <li>Deliver or mail Notice of Eligibility to appropriate occupant within 14 days of First Written Offer</li> <li>It is the Relocation Agent's responsibility to keep the file organized in accordance with Addendum 2 while the file is a work file. The Relocation Agent is responsible for purging the Relocation File of duplicates and drafts.</li> </ul>	Relocation Handbook  Notice of Eligibility (FC 1534)
(2) Meet with Displaced Person (Business Owner) to Gather Info and Complete Forms  (Relocation Agent)	<ul style="list-style-type: none"> <li>Meet with Displaced Person (Business Owner); assist owner with completing the Business Relocation Survey</li> <li>Maintain an updated Relocation Diary in a timely manner throughout the relocation assistance process</li> <li>Business Owner completes the Certification of Legal Status in the United States</li> </ul>	Business Relocation Survey FC1533  Relocation Diary FC1541  Certification Concerning Legal Residency in the United States FC1518 Or FC1518A (Spanish)
(3) Notify Displaced Person (Business Owner)  (Relocation Agent)	<ul style="list-style-type: none"> <li>Provide Displaced Person (Business Owner) of Notification of right to claim Loss of Goodwill.</li> </ul>	Notification of Right to Claim Loss of Business Goodwill FC1610
(4) Reestablishment Expenses  (Relocation Agent)	<ul style="list-style-type: none"> <li>Displaced Person (Business Owner) completes claim form for relocation expenses</li> </ul>	Claim for Relocation Assistance - Non Residential FC1021
(6) Search Expenses Reimbursement	<ul style="list-style-type: none"> <li>Displaced Person (Business Owner) completes Claim form for search expenses and provides documentation</li> </ul>	Claim for Search Expenses FC 1549 (if applicable)

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ACTION STATEMENT & ROLE	DETAILS (DESCRIBE STEPS)	QUALITY RECORDS (OUTPUT FROM STEP)
(7) Prepare Check Request(s) (Relocation Agent)	<ul style="list-style-type: none"> <li>The Real Estate Agent prepares a Check Request FC1483, and in the Special Instructions area of the Check Request FC 1483 includes: Please reference Internal Voucher Description: District Parcel No. #####-### (use actual parcel number or numbers)</li> </ul>	Check Request FC1483
(8) Deliver checks to Displaced Person (Business Owner) (Relocation Agent)	<ul style="list-style-type: none"> <li>Either hand deliver or provide by certified mail. Moving expense payment can be delivered to relocatee upon confirmation that unit is vacated. Or, if a commercial moving company is used, direct payment can be made to moving company.</li> </ul>	Put copies of check(s) in file
(9) If applicable, send letter reminding timeframes for claims  (Relocation Agent)	<ul style="list-style-type: none"> <li>If further claims may be eligible that have not been claimed, send reminder letter that they have 18 months from date of move to submit all claims</li> </ul>	Letter Reminding Timeframes FC 1602

## 10. REQUIREMENTS

### 6.1 ISO Requirements

- ISO 9001 Quality Management System Requirements**

6.3 Infrastructure

- ISO 14001 Environmental Management System**

4.4.1 Resources, roles, responsibility and authority

### 6.2 Other Requirements

None

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## 11. QUALITY RECORDS

QUALITY RECORD	LOCATION KEPT Relocation File is a sub file within the Acquisition File) <i>Tabs for key documents are provided as shown</i>	FILING ORDER	RECORDS RETENTION SCHEDULE SERIES No.	COMMENTS <i>Note: Not all forms below may be used in every instance</i>
Relocation Impact Memorandum, Relocation Impact Statement, or Relocation Impact Report	RESU Library, and Engineering Unit Mgr of appropriate project unit	Chronological	RS-0752 Stored in RESU Library	Case by Case
Relocation Diary FC 1541 and/or Diary Notes	Left Side of Relocation File (Section 1)	Chronological	RS-0752	Required
Individual Household Last Resort Analysis	RESU Relocation File Left Side of Relocation File (Section 1)	Chronological	RS-0752	Case by Case
30-Day Notice to Vacate	RESU Relocation File Tab: Misc/Corresp Residential or Non Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
90-Day Notice to Vacate	RESU Relocation File Tab: Misc/Corresp Residential or Non Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
90-Day Notice to Vacate (Spanish)	RESU Relocation File Tab: Misc/Corresp Residential or Non Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Advance Against Claim for Replacement Housing Payment	RESU Relocation File Tab: Misc/Corresp Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Agreement for Assignment of Relocation Benefits	RESU Relocation File Tab: Misc/Corresp Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case

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Assignment of Funds to an Escrow	RESU Relocation File Tab: Misc/Corresp Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Business Relocation Survey	RESU Relocation File Tab: Survey of Needs Non Residential Right side of File (Section 2)	Chronological	RS-0752	Required
Business Self Move Agreement	RESU Relocation File Tab: Moving Exp Claims/Pmts Non Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Certification Concerning Legal Residency in the United States	RESU Relocation File Tab: Cert of Legal Residency Residential or Non Residential Right side of File (Section 2)	Chronological	RS-0752	Required
Certification Concerning Legal Residency in the United States (Spanish)	RESU Relocation File Tab: Cert of Legal Residency Residential or Non Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Claim and Determination of Eligibility for a Business Relocation Payment	RESU Relocation File Tab: Moving Exp Claims/Pmts Non Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Claim for Moving Expense by Schedule or Actual Reasonable Cost	RESU Relocation File Tab: Moving Exp Claims/Pmts Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case

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Claim for Relocation Assistance-Non Residential	RESU Relocation File Tab: Moving Exp Claims/Pmts Non Residential Right side of File (Section 2)	Chronological	RS-0752	Required
Claim for Relocation Assistance-Residential	RESU Relocation File Tab: Moving Exp Claims/Pmts Residential Right side of File (Section 2)	Chronological	RS-0752	Required
Claim for Search Expenses	RESU Relocation File Tab: Moving Exp Claims/Pmts Non Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Claimant's Detailed Income Statement	RESU Relocation File Tab: Moving Exp Claims/Pmts Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Claimant's Detailed Income Statement (Spanish)	RESU Relocation File Tab: Moving Exp Claims/Pmts Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Conditional Entitlement Letter-90 Day Occupant	RESU Relocation File Tab: Notice of Elig/Entitlement Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Conditional Entitlement Letter-180 Day Owner-Occupant	RESU Relocation File Tab: Notice of Elig/Entitlement Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case



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Conditional Entitlement Letter-180 Day Owner-Occupant (Spanish)	RESU Relocation File Tab: Notice of Elig/Entitlement Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Conditional Entitlement Letter-90 Day Occupant	RESU Relocation File Tab: Notice of Elig/Entitlement Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Conditional Entitlement Letter-90 Day Occupant (Spanish)	RESU Relocation File Tab: Notice of Elig/Entitlement Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Conditional Entitlement Letter-Non-Tenured	RESU Relocation File Tab: Notice of Elig/Entitlement Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Conditional Entitlement Letter-Non-Tenured (Spanish)	RESU Relocation File Tab: Notice of Elig/Entitlement Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Decent, Safe and Sanitary Inspection Report	RESU Relocation File Tab: Misc/Corresp Residential Right side of File (Section 2)	Chronological	RS-0752	Required
Increased Interest Computation	RESU Relocation File Tab: Misc/Corresp Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case

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Inspection Form for Replacement Housing (Spanish)	RESU Relocation File Tab: Misc/Corresp Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Notice of Eligibility-180 Day Owner-Occupant	RESU Relocation File Tab: Notice of Elig/Entitlement Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Notice of Eligibility-180 Day Owner-Occupant (Spanish)	RESU Relocation File Tab: Notice of Elig/Entitlement Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Notice of Eligibility-90 Day Occupant	RESU Relocation File Tab: Notice of Elig/Entitlement Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Notice of Eligibility-Business, Farm or Nonprofit Organization	RESU Relocation File Tab: Notice of Elig/Entitlement Non Residential Right side of File (Section 2)	Chronological	RS-0752	Required
Notice of Eligibility-Non Tenured	RESU Relocation File Tab: Notice of Elig/Entitlement Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Notice of Eligibility-Non Tenured (Spanish)	RESU Relocation File Tab: Notice of Elig/Entitlement Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case

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Notice of Right to Claim Loss of Business Goodwill	RESU Relocation File Tab: Notice of Elig/Entitlement Non Residential Right side of File (Section 2)	Chronological	RS-0752	Required
Occupancy Certification	RESU Relocation File Tab: Occupancy Cert Residential Right side of File (Section 2)	Chronological	RS-0752	Required
Relocation Appeal Form	RESU Relocation File Tab: Misc/Corresp Residential or Non Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Relocation Appeal Worksheet	RESU Relocation File Tab: Misc/Corresp Residential or Non Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Relocation Diary	RESU Relocation File Left Side of File Residential or Non Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Reminder Letter to Displacee Regarding Time Frames	RESU Relocation File Tab: Misc/Corresp Residential or Non Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Rental Assistance Payment to Landlord	RESU Relocation File Tab: Misc/Corresp Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case

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Rental Assistance Payments by Installments	RESU Relocation File Tab: Misc/Corresp Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Replacement Housing Escrow Instructions	RESU Relocation File Tab: Misc/Corresp Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Replacement Housing Study-- Owner	RESU Relocation File Tab: Repl Housing Study Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Replacement Housing Study- Tenant	RESU Relocation File Tab: Repl Housing Study Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Replacement Storage Rental Study	RESU Relocation File Tab: Repl Housing Study Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Seller's Rental Agreement	RESU Relocation File Tab: Misc/Corresp Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case
Survey of Residential Relocation Needs	RESU Relocation File Tab: Survey of Needs Residential Right side of File (Section 2)	Chronological	RS-0752	Required
Survey of Residential Relocation Needs (Spanish)	RESU Relocation File Tab: Survey of Needs Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case



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Verification of Rental Share	RESU Relocation File Tab: Misc/Corresp Residential Right side of File (Section 2)	Chronological	RS-0752	Case by Case

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**Addendum 1 – Residential Relocation File Organization (Chronological within each tab section, most recent on top):**

**Note: These file format changes take effect as of the date of release of this document.**

**Section 1 (Left Side of File)**

Required

1. Relocation Diary or Diary Notes FC 1541

Case by Case:

1. Individual Household Last Resort Analysis FC 896

**Section 2 (Right Side of File)**

**Claims/Payments Tab**

Required

1. Claim for Relocation Assistance-Residential FC 277 or
2. Claim for Moving Expense by Schedule or Actual Reasonable Cost FC 291
  - i. include bids to support the claim for Actual Moving Expenses

Case-by-Case

1. Claimant's Detailed Income Statement FC 1038
2. Claimant's Detailed Income Statement-Spanish FC 1038A

**Notices of Eligibility/Entitlement Tab**

Required

1. Conditional Entitlement Letter 90 Day Occupant FC 1520, or  
Conditional Entitlement Letter 180 Day Occupant FC 1527, or  
Conditional Entitlement Letter- Non Tenured FC 1517  
or
2. Notice of Eligibility 180 Day Owner Occupant FC 1538 or  
Notice of Eligibility 90 Day Occupant FC 1537 or  
Notice of Eligibility Non Tenured FC 1536

Case by Case

1. Conditional Entitlement Letter 90 Day Occupant-Spanish FC 1520A, or  
Conditional Entitlement Letter 180 Day Occupant-Spanish FC 1527A, or  
Conditional Entitlement Letter- Non Tenured-Spanish FC 1517A  
or
2. Notice of Eligibility 180 Day Owner Occupant-Spanish FC 1538A or  
Notice of Eligibility Non Tenured-Spanish FC 1536A

**Replacement Housing Study Tab**

Required

1. Replacement Housing Study-Owner FC1325 or  
Replacement Housing Study-Tenant FC 1326

Case by Case

1. Replacement Storage Rental Study FC 1369



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### **Survey of Needs Tab**

#### **Required**

1. Survey of Residential Relocation Needs FC 1593

#### **Case by Case**

1. Survey of Residential Relocation Needs-Spanish,FC1593A

### **Occupancy Certification Tab**

#### **Required**

1. Occupancy Certification FC 618

### **Certification of Legal Residency Tab**

#### **Required**

1. Certification Concerning Legal Residency in the United States FC 1518

#### **Case by Case**

1. Certification Concerning Legal Residency in the United States-Spanish FC 1518A

### **Misc & Correspondence Tab**

#### **Required**

1. Decent, Safe and Sanitary Inspection Report FC1415
2. 90 Day Notice to Vacate FC 1526 (note-not required if tenant has already vacated)
3. 30 Day Notice to Vacate FC 1531 (note-not required if tenant has already vacated)

#### **Case by Case**

1. 90 Day Notice to Vacate-Spanish FC 1526A
2. Advance Against Claim for Replacement Housing Payment FC 1548
3. Agreement for Assignment of Relocation Benefits FC 1607
4. Assignment of Funds to an Escrow FC 1605
5. Increased Interest Computation FC 1600
6. Individual Household Last Resort Analysis FC 896
7. Inspection Form for Replacement Housing-Spanish FC 995A
8. Relocation Appeal Form FC 1611
9. Relocation Appeal Worksheet FC 1613
10. Reminder Letter to Displacee Regarding Timeframes FC 1602
11. Rental Assistance Payment to Landlord FC 1574
12. Rental Assistance Payment by Installments FC 1037
13. Replacement Housing Escrow Instructions FC 1693
14. Verification of Rental Share FC 1598

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**Addendum 2 – Non Residential Relocation File Organization (Chronological within each tab section, most recent on top)**

**Note: These file format changes take effect as of the date of release of this document.**

**Section 1 (Left Side of File)**

Required

1. Relocation Diary or Diary Notes FC 1541

**Section 2 (Right Side of File)**

**Notices of Eligibility/Entitlement Tab**

Required:

1. Notice of Eligibility-Business, Farm or NonProfit Organization FC 1534, or
2. Notice of Eligibility-Business, Farm or NonProfit Organization FC 1534A
3. Notice of Right to Claim Loss of Business Goodwill FC 1610

**Survey of Needs Tab**

Required:

1. Business Relocation Survey FC 1533

**Claims/Payments Tab**

Required:

1. Claim for Relocation Assistance Nonresidential FC 1021

Case by Case:

1. Claim and Determination of Eligibility for a Business Relocation Payment FC 652
2. Claim for Search Expenses FC 1549
3. Business Self Move Agreement FC 1575

**Certification of Legal Residency Tab**

Required:

1. Certification Concerning Legal Residency in the United States FC 1518

Case by Case:


1. Certification Concerning Legal Residency in the United States-Spanish FC 1518A

**Misc/Correspondence Tab**

Required: (None)

Case by Case:

1. 30 Day Notice to Vacate FC 1531
2. 90 Day Notice to Vacate FC 1526
3. 90 Day Notice to Vacate-Spanish FC 1526A
4. Relocation Appeal Form FC 1611
5. Relocation Appeal Worksheet FC 1613
6. Reminder Letter to Displacee Regarding Timeframes FC 1602

	<b>RELOCATION ASSISTANCE PROGRAM</b> Error! No text of specified style in document.	DOCUMENT NO.: <b>15TW630D08</b> REVISION: <b>46TA</b> EFFECTIVE DATE: <b>17T03/25/13</b> PROCESS OWNER: <b>41TSue Turner</b> Page 29 of 29
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**12. CHANGE HISTORY**

DATE	REVISION	COMMENTS
03/25/13	A	New release
06/26/14	A	Change of process owner from Deanna Forsythe to Acting Unit Manager (U/M).
09/23/14	A	Change of process owner from Acting Unit Manager (U/M) to Sue Turner.